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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Eric OWHADI, et al. ) RE: Preliminary Amendment  
Serial No.: 10/625,892 ) Group: 2184  
Filed: August 29, 2003 ) Examiner: Not yet assigned  
For: "TECHNICAL SUPPORT ) Our Ref: B-5223 621219-3  
SYSTEMS AND METHODS..." ) Date: February 17, 2005

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

This paper is filed as a Preliminary Amendment for the above-identified application being filed herewith. Please amend the above-identified application as described below. **All amendments and remarks herein are made without prejudice.**

**Amendments to the specification begin on page 2 of this paper.**

**Remarks/Arguments begin on page 3 of this paper.**